

**Government of India
Ministry of Communications
Department of Telecommunications
(Access Services Cell)**

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi-110 001

File No: 800-09/2010-VAS (part)

Dated: 07.08.2018

All CMTS/UAS/UL (having Access Services Authorization) Licensee(s)

Subject: Issuance of new SIM card in case of up-gradation of SIM cards -regarding.

This is in reference to this office letter of even number dated 01.09.2016 (copy enclosed) vide which the guidelines for issue of new SIM card in case of up-gradation were issued.

2. In this regard, the undersigned is directed to convey the approval of competent authority that in addition to the process mentioned in instructions dated 01.09.2016, the Licensee shall adopt and implement an additional step in the process by seeking the explicit consent of the subscriber through an IVRS Call. For this, the Licensee shall follow the process as mentioned below:

- i. The Licensee, after seeking consent of the subscriber through SMS as mentioned in para (iii) of instructions dated 01.09.2016, shall make an IVRS Call to the subscriber on his/her current working SIM and intimate about his/her request of SIM up-gradation. Thereafter, the Licensee shall first seek confirmation from the subscriber whether he/she has raised the request of SIM upgrade and he/she has the new SIM card under his/her possession. If the subscriber confirms the possession of new SIM card, then the Licensee shall proceed further else cancel the entire SIM upgrade process immediately.
- ii. If the subscriber confirms the possession of the new SIM card, the Licensee shall ask the subscriber to key in the number of new SIM card. Thereafter, the Licensee shall seek the final confirmation of the subscribers for SIM upgrade.
- iii. The Licensee shall initiate the process of deactivation of the old SIM card and activation of the new SIM card only after subscriber gives the affirmative confirmation of the SIM upgrade.
- iv. It must be ensured that the IVRS Call is completed successfully and the subscriber is informed properly about the confirmation/rejection of his/her request before termination of the IVRS Call.
- v. After activating new SIM card, the SMS facility (both incoming and outgoing) shall be barred for 24 Hours on new SIM card of the subscriber and the Licensee must inform the subscriber about this before termination of the IVRS Call.



- vi. In case of affirmative confirmation for the SIM upgrade from the subscriber through the IVRS call, a confirmation SMS may be sent to the subscriber after termination of the IVRS call. For example:

"Dear Customer, We have received your request for new SIM activation on <<company name>> Mobile No. <<XXXXXXXXXXXX>> and will be processed shortly. Your old SIM will work till the new SIM gets activated. Please insert the new SIM in your device once the old SIM displays no network. SMS facility will be barred for 24 hours on new SIM card."

1. The Licensee shall implement the above mentioned changes in the SIM upgrade process with immediate effect.


07/08/2018
(Vivek Srivastava)
Director (AS-II)

Copy to:

1. DG (T), DoT HQ, New Delhi.
2. Sr. DDGs LSA Units of DoT.
3. Director (CIS-II), MHA, North Block, New Delhi.
4. CEO, National Payment Corporation of India, Mumbai.
5. COAI/ASUPI.

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Dated: 01.09.2016

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In continuation to this office letter of even number dated 01.08.2016, the undersigned is directed to clarify that the process mentioned in instructions dated 01.08.2016 is not applicable in case of **up-gradation** of SIM cards. The process mentioned in subsequent paragraphs may be followed in case of up-gradation.

- i. The subscriber shall generate request for SIM up-gradation to Licensee through customer care/online via website/ Point of Sale of Licensee. Upon receiving the request, the Licensee will provide a new SIM card to the subscriber.
- ii. The subscriber will use his/her current working SIM to convey the new SIM number to Licensee either through SMS or IVR.
- iii. After a period of at least two hours from the time of conveying new SIM number by the subscriber, the Licensee will send a system generated SMS to the subscriber to provide the consent for SIM up-gradation/exchange.
- iv. On receiving affirmative confirmation from the subscriber, the Licensee may initiate the process of deactivation of the old SIM card and activation of the new SIM card. The Licensee must ensure that the process shall proceed further only after receiving affirmative confirmation from the subscriber.
- v. A confirmation SMS may be sent to the subscriber after completion of above process. For example:

"Dear Customer, We have received your request for new SIM activation on <<company name>> Mobile No. <<XXXXXXXXXX>> and will be processed shortly. Your old SIM will work till the new SIM gets activated. Please insert the new SIM in your device once the old SIM displays no network".

2. The process which was being adopted by the Licensees for issuing new SIM cards in case of up-gradation till the issuance of this letter may also be treated as valid.


(Prashant Verma) 01/09/16
ADG (AS-II)

Copy to:

1. Sr. DDG (TERM), DoT for kind information and necessary actions please.
2. All DDsG TERM Cells for kind information and necessary actions please.
3. Director (IS-I), MHA for kind information.
4. Director (IT) for uploading on DoT website.
5. COAI/ASUPI.